

Statement of Work

I. GENERAL INFORMATION:

The United States Embassy Santo Domingo requires professional services and contractor cost proposals to perform preventive maintenance services of the facility's Consular Audiovisual (AV) System (Intercom, Paging, & Displays). The Consular AV System includes integrated components including displays, video extenders, amplifiers, mixers, speakers, microphones, headsets, volume control boxes, connectors, cables, and other system components necessary for the proper function of the Consular AV System. The objective of this preventive maintenance contract is to eliminate system malfunction, breakdown and deterioration when windows sound systems are activated and operating. Audio must be intelligible at the necessary volume and Video must be free of noise and distortion. The Consular AV System must facilitate effective communication between the OBO personnel and the applicant.

II. PROJECT REQUIREMENTS:

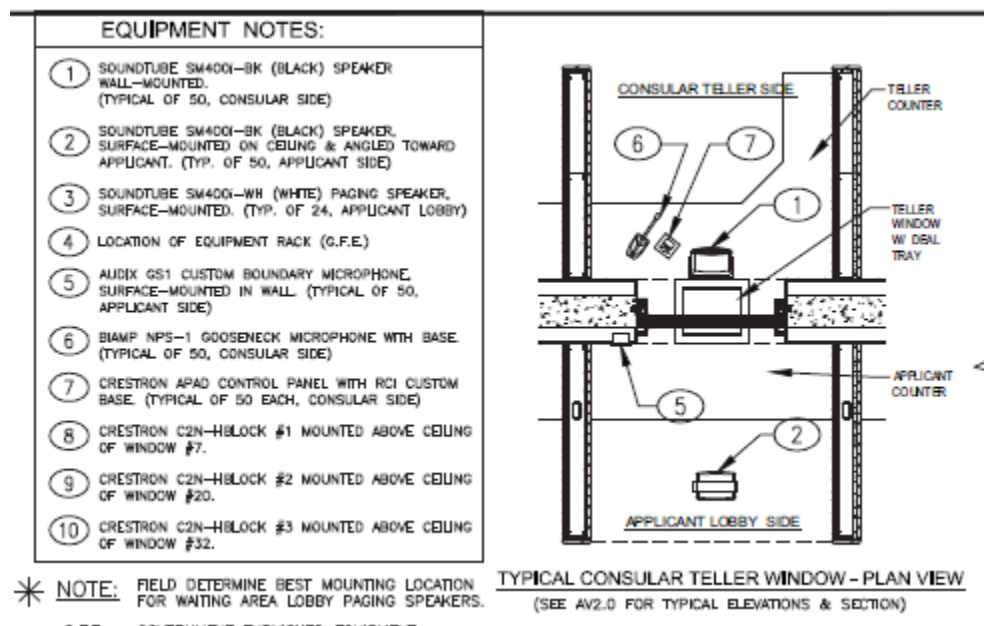
[Provide project specifics about the systems, facilities, services required, or other pertinent information necessary for the contractor to understand the scope of work.]

DESCRIPTION OF EQUIPMENT *:

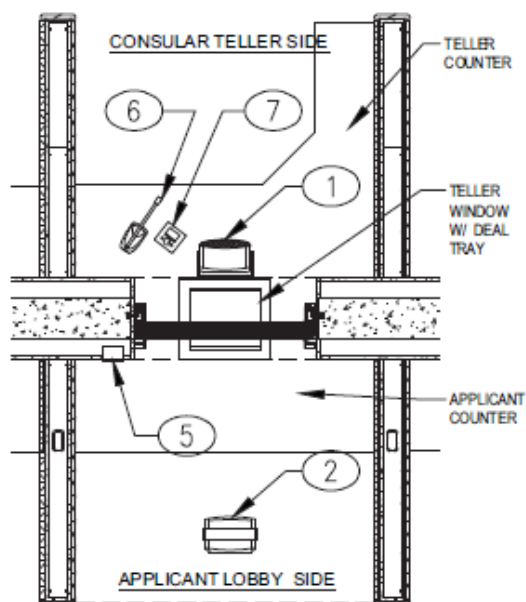
The Consular Section requires a regular service contract to provide diagnostic, repair and maintenance services to the CMS. The system characteristics and required terms of service are as follows:

- I. *System Components.* The CMS is composed of a two way communications system set up at 64 "teller" windows to facilitate communication between applicants for Consular Services and the employees and officers providing those services. Design specifications of the system The CMS is composed of the following components:

Ground Floor: (50 windows)



First Floor: (14 windows)



TYPICAL CONSULAR TELLER WINDOW - PLAN VIEW

(SEE AV2.0 FOR TYPICAL ELEVATIONS & SECTION)

EQUIPMENT NOTES:

- ① SOUNDTUBE SM400I-BK (BLACK) SPEAKER, WALL-MOUNTED. (TYPICAL OF 14, CONSULAR SIDE)
- ② SOUNDTUBE SM400I-BK (BLACK) SPEAKER, SURFACE-MOUNTED ON CEILING & ANGLED TOWARD APPLICANT. (TYP. OF 14, APPLICANT SIDE)
- ③ SOUNDTUBE SM400I-WH (WHITE) PAGING SPEAKER, SURFACE-MOUNTED. (TYP. OF 8, APPLICANT LOBBY)
- ④ LOCATION OF EQUIPMENT RACK (G.F.E.)
- ⑤ AUDIX GS1 CUSTOM BOUNDARY MICROPHONE, SURFACE-MOUNTED IN WALL. (TYPICAL OF 14, APPLICANT SIDE)
- ⑥ BIAMP NPS-1 GOOSENECK MICROPHONE WITH BASE. (TYPICAL OF 14, CONSULAR SIDE)
- ⑦ CRESTRON APAD CONTROL PANEL WITH RCI CUSTOM BASE. (TYPICAL OF 14 EACH, CONSULAR SIDE)

III. GENERAL REQUIREMENTS:

The Contractor under this SOW shall be responsible for labor, tools, and materials required to carry out all preventive maintenance as outlined in this SOW. The Contractor must have experience with similar Consular AV Systems with teller windows, integrated microphones, and speaker systems and displays. This experience may be from projects with banks, government customer service offices, or other similar organizations. Provide evidence of such experience and include references. The technician shall sign off on every task specified in the Statement of Work and will provide a typewritten copy of their report to the COR or the COR's designate within five business days of each maintenance visit. The Government has the following manuals:

Specification 16722-Telecommunication Consular Waiting O&M

IV. SCOPE OF WORK - - Consular Audiovisual (AV) System (Intercom, Paging, & Displays)

Contractor shall provide all materials, supervision, labor, tools and equipment to perform preventive maintenance. All personnel working in the vicinity shall wear and /or use safety protection while all work is performed. Any questions or injuries **shall** be brought to the attention of the Post Occupation Safety and Health Officer (POSHO) immediately. Material Safety Data Sheets (MSDS) shall be provided by the Contractor for all HAZMAT materials. Copies shall be provided to the COR for approval.

If any discrepancies are found with the Consular Audiovisual (AV) System (Intercom, Paging, & Displays) that are not covered under this scope of work the contractor shall provide the following:

1. Detailed report noting the discrepancy found.
2. Bill of Materials (BOM) to include component name, quantity, part #, and price for any repair material required and material lead time.
3. Price quote for repair labor.

SAFETY AND SPECIAL INSTRUCTIONS:

1. Follow site safety procedures and supervisor's instructions.
2. Schedule outage with operating personnel.
3. Use extreme caution when climbing access ladders.
4. Perform applicable lockout/tag out steps of site safety procedures.
5. Lockout and disconnect the main power before tightening the main supply lugs in order to avoid the hazard of electrical shock, which could result in serious personal injury or death.
6. Record and report equipment damage or deficiencies.
7. Review and follow the manufacturer's O&M instructions.
8. Record results in the equipment history log.
9. Allow only qualified personnel to do maintenance work on this equipment.

10. Record results in the equipment history log.

The Consular Section requires a Preventive Maintenance contract to provide diagnostic, repair and maintenance services to the Consular AV System. The Consular AV System is composed of a two-way communications system that operates at teller windows. The Consular AV System facilitates verbal communication between applicants for Consular Services and the employees and officers providing those services. The Preventive Maintenance contract requires three types of services:

- Live Customer Support
- On-Demand Service Calls
- Routine Maintenance Inspections

CLIN	Description	Quantity of Equipment	Type of services	No. of service	Unit price / service (\$)	Total per year (\$)
001	Routine Maintenance Inspections for Consular Audiovisual (AV) System Head-End	2	Per quarter 8/21/2023	1		
002	Routine Maintenance Inspections for Consular Audiovisual (AV) System at Teller Windows	64	Per quarter 8/21/2023	1		
003	On-Demand Service Call (Emergency repair visit)		As Needed	3		
	Total Base Year					

Live Customer Support

1. Remote Technical Support Representatives must provide live remote technical assistance via phone call or video conference during the HOURS OF PERFORMANCE as defined in Section 5. Contractor must respond to afterhours requests within the first 4 business hours of the next business day.
2. Remote Technical Support Representatives are required to effectively diagnose the Consular AV System from limited information. Call support technicians must be capable of diagnosing malfunctions of displays, video extenders, microphones, speakers, interconnecting cables, mixers, amplifiers, and other equipment necessary for the proper function of the Consular AV System.
3. Remote Technical Support Representatives must be able to diagnose and provide direction to the customer over the phone to get the system back online or provide a temporary solution until an onsite service call can be conducted.

On-Demand Service Calls

1. On-Demand Service Calls are services that address unforeseen malfunctions in the Consular AV System. Service must be scheduled within one business day of the request and the service visit must be performed within [Insert business days] business days of the request.
2. Diagnosis of malfunctions may be based on reports and observations from OBO personnel. These reports are likely to be non-technical and lack specific detail.
3. Service Technicians are required to effectively diagnose the Consular AV System from limited information. Service Technicians must be capable of diagnosing malfunctions of displays, video extenders, microphones, speakers, interconnecting cables, mixers, amplifiers, and other equipment necessary for the proper function of the Consular AV System.
4. Service Technicians must identify whether corrective actions require repair or replacement of equipment. Notify the COR if there are damage or broken parts that must be purchased to complete repairs. The work includes installation and configuration of equipment, accessories, battery, hardwire, ports, display panel, software, and other system components necessary for the proper function of the Consular AV System.

Routine Maintenance Inspections

1. Service Technicians must conduct site visits to perform Routine Maintenance Inspections of the Consular AV System.
 - Consular AV System Head-End
 - Consular AV System at Teller Windows
2. Service Technicians must test and inspect the function of the Head-End equipment and the function of the components at the Teller Windows. These service calls must occur on prearranged dates that are coordinated with the COR. This coordination is critical to minimizing disruption to the business operations since there are limited days when there is low demand on the Consular AV System.
3. COR/Consular management will provide a tentative schedule at the start of each calendar year and confirm dates at least two weeks prior to execution.
4. The Contractor must produce a checklist report at the end of each Routine Maintenance Inspection. The required inspections are included below but not limited to:

A. Quarterly

1. Conduct visual inspection and function of the AV system.
 - Clean and test all AV system equipment including but not limited to displays, video extenders, microphones, recording devices, cables, touch panels, etc.
 - Clean and test all control user interfaces.
 - Inspect system for damaged cables and replace as necessary.
 - Perform complete AV system check, inspect for audible and visual anomalies.

B. Annually

1. Conduct visual inspection and function of the sound system.

- Clean and test all AV system equipment including but not limited to displays, video extenders, microphones, , recording devices, cables, touch panels, etc.
- Clean and test all control user interfaces.
- Inspect system for damaged cables and replace as necessary.
- Perform complete AV system check.
- Calibration of sound parameters.
- Provide firmware and software updates for equipment in the space.
- Test timing response of user buttons on touch panels.
- Provide detailed report of any deficiencies and recommend corrective actions.
- Document any aging of equipment that is nearing end of life. The information shall be included in the report.
- Document any damages to equipment caused by outside factors.
- Recommend equipment upgrades or system modifications.
- Controller programming changes are included for equipment replacement or software upgrades and/or updates.

VI. ACCESS TO GOVERNMENT BUILDINGS

1. General. The Contractor shall designate a representative who shall supervise the Contractor's technicians and be the Contractor's liaison with the American Embassy of Santo Domingo. The Contractor's employees shall be on-site only for contractual duties and not for any other business or purpose. Contractor employees will be given access to the equipment and equipment areas and will be escorted by Embassy personnel.

2. Personnel Security. The Government reserves the right to deny access to U.S.-owned and U.S.-operated facilities to any individual. The Contractor shall provide the names, biographic data and police clearance on all Contractor personnel.

3. Vehicles. Contractor vehicles will not be permitted inside the embassy compound without prior approval. If vehicle access is necessary, submit contractor vehicle information (Make, Model, License Plate #) along with a written justification as to why access is necessary.

Equipment List:

Telecommunications Submittal Section 16722				
DATA #	RFP SECTION	Manufacturer	Part No.	Description
1	SECTION 16722 – INTERCOMMUNICATIONS CONSULAR WAITING AREA	APC	SMT2200RM2U	2200VA UPS
2	SECTION 16722 – INTERCOMMUNICATIONS CONSULAR WAITING AREA	Juice Goose	JG8.0	GPS Logo Plate / Surge Protector / PDU
3	SECTION 16722 – INTERCOMMUNICATIONS CONSULAR WAITING AREA	Middle Atlantic	EB-1	1 RU Blank Plate
4	SECTION 16722 – INTERCOMMUNICATIONS CONSULAR WAITING AREA	Middle Atlantic	EB-2	2 RU Blank Plate
5	SECTION 16722 – INTERCOMMUNICATIONS CONSULAR WAITING AREA	Middle Atlantic	EB-4	4 RU Blank Plate
6	SECTION 16722 – INTERCOMMUNICATIONS CONSULAR WAITING AREA	Middle Atlantic	U-1	1 RU Rack Shelf
7	SECTION 16722 – INTERCOMMUNICATIONS CONSULAR WAITING AREA	APC	SUA5000RSTXFMR	5000VA UPS
8	SECTION 16722 – INTERCOMMUNICATIONS CONSULAR WAITING AREA	Crown	CTs-600	Audio Amplifier, Paging
9	SECTION 16722 – INTERCOMMUNICATIONS CONSULAR WAITING AREA	Crown	CTs-8200	Audio Amplifier, Paging
10	SECTION 16722 – INTERCOMMUNICATIONS CONSULAR WAITING AREA	Cisco	SG300-28P	Cobranet Switch
11	SECTION 16722 – INTERCOMMUNICATIONS CONSULAR WAITING AREA	Cisco	SG300-10P	Ethernet Switch
12	SECTION 16722 – INTERCOMMUNICATIONS CONSULAR WAITING AREA	Creston	CP2E	Processor
13	SECTION 16722 – INTERCOMMUNICATIONS CONSULAR WAITING AREA	Creston	C2N-SPWS300	Power Supply
14	SECTION 16722 – INTERCOMMUNICATIONS CONSULAR WAITING AREA	BIAMP	AUDIAFLEX-CM	Mixing Frame
15	SECTION 16722 – INTERCOMMUNICATIONS CONSULAR WAITING AREA	Belden	5200FE	16 AWG, 2 conductor Audio Cable
16	SECTION 16722 – INTERCOMMUNICATIONS CONSULAR WAITING AREA	Belden	8723	22 AWG, Shielded Twisted Pair Cable
17	SECTION 16722 – INTERCOMMUNICATIONS CONSULAR WAITING AREA	Belden	1502R	22 AWG, Multimedia Control Cable
18	SECTION 16722 – INTERCOMMUNICATIONS CONSULAR WAITING AREA	Belden	1700R	24 AWG, Cat 5 E bonded pair cable
19	SECTION 16722 – INTERCOMMUNICATIONS CONSULAR WAITING AREA	Soundtube	SM400I-BK	Surface Mounted Speaker
20	SECTION 16722 – INTERCOMMUNICATIONS CONSULAR WAITING AREA	Creston	APAD-W	Wallmounted Controller
21	SECTION 16722 – INTERCOMMUNICATIONS CONSULAR WAITING AREA	BIAMP	NPS1	Microphone Console
22	SECTION 16722 – INTERCOMMUNICATIONS CONSULAR WAITING AREA	Shure	SM10A	Headset with Microphone
23	SECTION 16722 – INTERCOMMUNICATIONS CONSULAR WAITING AREA	Creston	CNPWS-75	Power Supply
24	SECTION 16722 – INTERCOMMUNICATIONS CONSULAR WAITING AREA	SurgeX	SX1120RT	Surge Eliminator and Power Conditioner
25	SECTION 16722 – INTERCOMMUNICATIONS CONSULAR WAITING AREA	Audix	GS1	Wallmounted Directional Microphone

END OF STATEMENT OF WORK